

## ABSTRACT

This invention provides information to lighten the manager's work load, and to make the staff member accomplish the work in a proper mode. This invention comprises the steps of: based  
5 on data received from a terminal of a staff member, registering data concerning the activity state of the staff member and data concerning the settlement state of the problem in the work that the staff member is doing, into the storage device; judging the  
10 suitability of the work that the staff member is doing by using a predetermined rule, which is stored in a rule storage, for at least the activity state and the settlement state of the problem, and the data registered in the storage device; and  
transmitting a manager terminal data representing the suitability  
15 of the work that the staff member is doing. Thus, it becomes possible for the manager to do an appropriate judgment without spending time in the information gathering and the analysis.